RISK MANAGEMENT ANALYST

General Purpose:

Under direction, as general staff expert, analyze day to day issues impacting City operations arising from the Texas Workers' Compensation Act and other federal or state laws pertaining to risk management, administer City property and casualty policies, and act on behalf of supervisor on risk management matters as authorized.

Typical Duties:

Ensure Workers' Compensation Third Party Administrator (TPA) activities and performance to comply with contracts and adhere to accepted industry practices. Involves: Initiate workers' compensation process for work-related injuries, and coordinate processing and adjudication of claims with the TPA. Establish and conduct periodic claim audit procedures for both the TPA and medical cost containment provider. Monitor self-insurance fund for ongoing stability by reviewing past cases and present trends, and estimate future costs and reserves. Analyze data and provide periodic interpretive reports on subjects such as claim trends and exposure risk. Train departmental representatives on Worker's Compensation procedures and related subjects. Research, review and recommend equipment and system acquisition and installation.

Represent the City at the Texas Division of Workers' Compensation for mediations and arbitrations, benefit review conferences, and case hearings of partly or wholly disputed workers' compensation claims as assigned. Involves: Oversee interpretation, dissemination and application of City workers' compensation policies, procedures and regulations, and act as primary contact point to provide information to employees on related inquiries and issues. Collaborate with TPAs and City Attorney's office on resolution of workers compensation and subrogation claims. Participate in in-house program to investigate and take appropriate settlement action for third party liability and property damage claims, and to collect for damages to City fleet, Mass Transit and other assets as assigned. Investigate and identify liabilities and exposures and take appropriate measures to reduce or eliminate them. Investigate facts of cases presented by legally available means. Recommend investigation and surveillance of possible fraudulent claims. Research and determine applicability of federal, state and local laws. Assess case merits and decide on liability based on fact finding. Safeguard confidentiality of various general, personal and technical documents of a highly sensitive nature. Serve on ad hoc committees.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, discipline, merit pay or other employee status changes.

Knowledge, Abilities and Skills

- Apply considerable knowledge of investigative methods.

- Apply good knowledge of risk management and worker's compensation legislation and practices.

- Apply good knowledge of medical or insurance terminology,

- Apply good knowledge of statistical analysis.

- Apply good knowledge of supervisory and public relations techniques and practices.

- Communicate effectively, both orally and in writing that includes persuasively representing the City in hearings and negotiating favorable claims settlements for the City.

- Supervise and coordinate the work of others that includes impartially and firmly enforcing rules and regulations, standards of conduct and work attendance and safe working practices and procedures.

- Communicate clearly and concisely, orally and in writing to prepare and maintain technical records and reports, and explain laws, regulations and policies.

- Establish and maintain effective working relationships with fellow employees, subordinates, supervisors, department heads, officials, outside agencies, and the public.

- Gather data, identify trends and analyze operational problems and procedures, and comprehend and evaluate situations or problems and enforce workers' compensation rules and regulations impartially and firmly.

Other Job Characteristics

- None.

Minimum Qualifications

Education and Experience: A Bachelor's degree in Finance, Business or Public Administration, Risk Management or a related field, plus four (4) years professional experience administering workers' compensation, or property and casualty insurance programs.

Licenses and Certificates:

- Multi-line or workers' compensation adjustor's license within six (6) months following appointment.

- Valid Texas Class "C" Driver's License or equivalent issued by another state by time of appointment.